

Statement of Funding

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You may acquire a copy of the IPAS established priorities by calling the phone number or writing to the address on the back.

Contact IPAS:

INDIANA PROTECTION
AND ADVOCACY SERVICES
4701 N KEYSTONE AVE # 222
INDIANAPOLIS, IN 46205

VOICE:

317.722.5555
800.622.4845

TTY:

317.722.5563
800.838.1131

FAX:

317.722.5564

WEB:

WWW.IN.GOV/IPAS

An Equal Opportunity Employer

Indiana Protection and Advocacy Services provides services to all disabled people within the guidelines set forth by federal legislation regardless of race, religion, color, national origin, age, sex, ancestry or disability.

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COMPLAINT RESOLUTION PROCEDURE

**WE WANT YOU TO BE SATISFIED
WITH IPAS SERVICES**

TO PROTECT AND PROMOTE THE RIGHTS
OF INDIVIDUALS WITH DISABILITIES,
THROUGH EMPOWERMENT AND ADVOCACY



THE PROTECTION AND ADVOCACY SYSTEM FOR INDIANA

Your Rights

YOU HAVE THE RIGHT TO A COMPLAINT

- If you are dissatisfied with the operations of IPAS
- If you are dissatisfied with how IPAS is handling your case
- If you feel that IPAS has failed to carry out its legal obligations

To File a Complaint

All complaints must be in writing and must include the following information:

Name
Address
Telephone number
Information about your complaint

The complaint must be filed within 30 days of the agency's action or inaction.

The Executive Director will investigate your complaint and you will be notified in writing whether and how your complaint will be resolved. This response will be sent to you within 30 days. Send complaint to:

INDIANA PROTECTION
AND ADVOCACY SERVICES
ATTN: EXECUTIVE DIRECTOR
4701 N KEYSTONE AVE # 222
INDIANAPOLIS, IN 46205

IF YOU ARE DISSATISFIED WITH THE RESOLUTION OF YOUR COMPLAINT, YOUR RIGHT TO RECOURSE AND THE STEPS INVOLVED ARE DETAILED IN THESE SECTIONS.

Complaints Concerning IPAS Operations and Established Priorities

If you are dissatisfied with the resolution of your complaint by the IPAS Executive Director and your complaint is **regarding agency operations, including the established priorities**, you have the right to file a complaint with the Indiana Protection and Advocacy Services' Commission Chairperson.

Your request must be made in writing and must be filed within 30 days from the receipt of response from the Executive Director. The IPAS Commission Chair will investigate your complaint, and will notify you in writing whether and how your complaint will be resolved. This response will be sent to you within 30 days of receipt by the Chairperson of the Commission. Send complaint to:

INDIANA PROTECTION
AND ADVOCACY SERVICES
ATTN: COMMISSION CHAIRPERSON
4701 N KEYSTONE AVE # 222
INDIANAPOLIS, IN 46205

Complaints Concerning How the Case was Handled

If you are dissatisfied with the resolution of your complaint by the Commission Chairperson **with regard to how your case was handled**, you have the right to request a hearing before an Administrative Law Judge.

Your request must be made in writing and must be filed within 30 days from receipt of response from the Executive Director. Send requests for hearings to:

INDIANA PROTECTION
AND ADVOCACY SERVICES
4701 N KEYSTONE AVE # 222
INDIANAPOLIS, IN 46205

The Administrative Law Judge will notify you within 14 days of the date, time and place of the hearing. At the hearing you will have the opportunity to explain your complaint and why you are not satisfied with the Executive Director's response.

You will receive notice of the Administrative Law Judge's final decision in writing.

If you are not satisfied with this decision, you may then file a petition for review with the court within 30 days of the Judge's final decision.

(I.C. 4-42.5-5-5)